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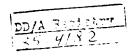
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U.S.G.P.O.: 1983-421-529/320

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The Education Center of Sheppard Pratt

Dear Human Resource Executive:

The Business and Management Institute of Sheppard Pratt has been formed in order to provide more comprehensive Human Resource services to area companies. It is the mission of our Institute to provide quality educational programs for first line supervisors and middle and upper management. Our approach is unique in that we wish to develop educational and training experiences which meet the specific needs of your company. This tailor-made programming is the result of cooperative effort between the company and the Institute to both identify needs and the resources required to meet those needs.

The outcome of the process is relevant, efficient, and cost-effective training.

Areas for which programming can be developed include:

- Managing Change
- Participatory Management
- Effective Business Communication
- Managing Difficult Employees
- Conducting Productive Meetings
- . Problem Solving, Decision Making and Idea Implementation
- Team Building and Utilization
- Managing Conflict

- . Coaching Skills for the Manager
- . Evaluating Employee Performance
- . Quality Circles: "Excellence" in Action
- . Effective Leadership
- . Motivating Employees
- . Interviewing Skills
- . Stress Management
- . Managing Office Politics
- Negotiating Skills

If you or your employees can benefit by experiencing training in any of these areas, or if you have other needs, we wish to help. Please give us a call at (301) 823-8200. extension 2250 or 2253 or drop the enclosed postcard in the mail.

Cordially,

Irene Chesire, Ed.D.

Director

Professional and Public Education

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